

MAIL TO:

STATE OF UTAH
 DIVISION OF PURCHASING
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Request for InformationSolicitation Number: **GM4015**Due Date: **09/19/03**

Date Sent: Sept. 05, 2003

Goods and services to be
 purchased:

**REQUEST FOR INFORMATION FOR CALL MANAGEMENT SYSTEM FOR DEPARTMENT OF
 WORKFORCE SERVICES**

Please complete

Company Name		Federal Tax Identification Number	
Ordering Address	City	State	Zip Code
Remittance Address (if different from ordering address)	City	State	Zip Code
Type <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Proprietorship <input type="checkbox"/> Government	Company Contact Person		
Telephone Number (include area code)	Fax Number (include area code)		
Company's Internet Web Address	Email Address		
Discount Terms (for bid purposes, bid discounts less than 30 days will not be considered)	Days Required for Delivery After Receipt of Order (see attached for any required minimums)		

The following documents are included in this solicitation: Solicitation forms, instructions and general provisions, and specifications. Please review all documents carefully before completing.

The undersigned certifies that the goods or services offered are produced, mined, grown, manufactured, or performed in Utah. Yes_____ No_____. If no, enter where produced, etc._____

Offeror's Authorized Representative's Signature	Date
Type or Print Name	Position or Title

**STATE OF UTAH
DIVISION OF PURCHASING &
GENERAL SERVICES**

Request for Information

Solicitation Number: GM4015

Due Date: 09/19/03

Vendor Name:

Description
<p>TO ALL INTERESTED VENDORS:</p> <p>THE DEPARTMENT OF WORKFORCE SERVICES, DIVISION OF WORKFORCE INFORMATION TECHNOLOGY, WISHES TO SURVEY THE MARKETPLACE TO LEARN ABOUT CURRENT STATE-OF-THE-ART CALL MANAGEMENT SYSTEM TECHNOLOGY PER THE ATTACHED SPECIFICATIONS.</p> <p>QUESTIONS ABOUT THIS RFI SHOULD BE DIRECTED TO: alancarlson@utah.gov.</p> <p>ALL RESPONSES ARE REQUESTED BY THE CLOSE OF BUSINESS ON SEPTEMBER 19, 2003. RESPONSES SHOULD BE SENT TO THE DIVISION OF PURCHASING AT THE ADDRESS LISTED ON THE RFI COVER PAGE.</p>

**STATE OF UTAH
REQUEST FOR INFORMATION (RFI)
CALL MANAGEMENT SYSTEMS
SEPTEMBER 2003**

Department of Workforce Services

Call Management System Technology

PURPOSE

The purpose of this request for information is to identify vendors with experience and expertise in Call Management Systems.

BACKGROUND

The Department of Workforce Services uses a call management system to manage two call centers located in different buildings. The system manages up to 25,000 calls each Sunday. One call center averages 35,000 weekday calls per month. The second call center averages 20,000 weekday calls per month. Additionally, there are several smaller units that use the call management system to direct customer inquiries.

The Agency administers employments services, Unemployment Insurance (UI), and public assistance programs such as the Family Employment Program (FEP), Food Stamps, and subsidized child care.

Employment Services include services such as job referrals, resume writing, job search skills, career counseling, labor market information, assessment, employment planning, job development, unemployment insurance, training assistance, child care assistance, financial assistance, medical assistance, food assistance, veterans services and workshops.

Unemployment Insurance is temporary assistance for individuals who were laid off of their jobs. Claimants file weekly claims until benefits are exhausted or they are employed.

DWS service providers must know and apply policies and procedures consistent with the many state and federal programs administered by the department. To expedite service to customers, the call center employees need to access accurate data and the customer calls must be routed accurately.

SERVICES

DWS is working to upgrade the current call management system. The system will integrate in the current infrastructure and provide the needed support to the large call centers and the smaller units that use call management for call distribution. DWS is requesting information on potential call management systems based on the following criteria:

1. Interface with FastCall Enterprise.
2. Talk ASAI.
3. Allow Converse Data Return.
4. Support Oracle.
5. Certified for WAN use.
6. Read/Write or Convert Voice @ Work. (optional)

7. Voice XML.
8. NIC with minimum 200 Mbps connects. (Gig Ethernet preferred)
9. Runs on Industry standard equipment and OS. (SUN hardware and SOLARIS OS preferred)
10. Must connect to existing infrastructure.
11. Secure remote management.
12. Rack mountable.
13. Support SOLSTICE 7 backup software.
14. In-house applications must be able to access local storage.